



December 9, 2003

***Via Electronic Submission***

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***Re:   Written Ex Parte Communications***  
*Conflict Timer Minority Report to NANC November 5, 2003*  
*CC Docket No. 95-116*

Gentlemen:

Sprint Corporation, on behalf of its wireless division, Sprint Spectrum L.P., d/b/a Sprint PCS ("Sprint") is sending a letter regarding a Minority Report for Conflict Timers that was delivered to NANC at the November 5, 2003 meeting. On November 24, 2003 – the same day that wireless carriers launched LNP – the NPAC Conflict Timer was changed from 24 hours to 6 hours, which we believe may significantly affect the amount of inadvertently ported numbers. Sprint was one of the wireless carriers signing the Minority Report. The others include: AllTel, AT&T Wireless, and Cingular. A copy of the Minority Report on Conflict Timers is attached.

Sprint recognizes that the lack of consensus on the issue of Conflict Timers and the Minority Report will make its way to the FCC through NANC, but we thought that the potential ramifications of reducing the Conflict Timer to 6 hours should be brought to your attention.

Essentially, the Conflict Timer gives the New Service Provider and the Old Service Provider a certain period of time to resolve conflicting information about a port before the number is automatically ported. For example, if the Old Service Provider were sent a port

request in which the number does not match the customer's information, the number would nevertheless be ported automatically if the discrepancy has not been resolved prior to the expiration of the Conflict Timer. The wireless industry specifications originally set a 6 hour Conflict Timer, but for the purposes of testing LNP, the industry had used a 24 hour Conflict Timer. The wireless configuration of the 24-hour Conflict Timer was set to automatically return to a 6-hour Conflict Timer on November 24, 2003. The industry is split on whether the Conflict Timer should be reset to 6 hours on November 24, 2003. Unless NeuStar is notified otherwise, the timer will remain at 6 hours.

The wireline industry, which has been porting for several years, has experienced problems with the 6 hour timer. It is currently trying to resolve the issue of customers temporarily losing service due to inadvertent ports where the 6 hour Wireline Conflict Timer has not allowed enough time to resolve the conflict.

Sprint recommends that the FCC instruct Neustar to reset the Wireless Conflict Timer to 24. The FCC or the industry could review the issue some time later, perhaps three months. Reviewing the 24-hour Conflict Timer at a later date will allow the wireless carriers to determine if 6 hours will be sufficient time to resolve a conflict after the wireless industry has had some months of porting experience.

Respectfully submitted,

/s/ Susan Tiffany

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Attachment

## **Conflict Timers**

### **NPAC CONFLICT Timers**

Following is an excerpt from the August WNPO minutes regarding the NPAC Conflict Timer issue:

"In the current wireless configuration the 24-hour conflict timer is set to automatically return to a 6-hour conflict timer on November 24, 2003, unless this team specifically requests that it remain as a 24-hour timer. If the team wants it to stay at 24-hours then we need to decide and notify NeuStar. Note: 6-hour timer is for wireline while the current wireless is a 24-hour conflict timer.

After healthy discussion, a majority of carriers present or on the bridge, felt the timer should stay at 24 hours for some period of time while others preferred the current previously agreed upon plan (revert to 6 hour timers on 11/24/03) should be adhered to without changes.

Since 'consensus' could not be reached the reversion to a 6-hour timer would remain. Carriers were reminded that those opposed to this decision had options including taking this to LNPA as a walk on from an individual carrier perspective, escalation to the NANC, or presenting a new contribution with new or additional options for resolution to WNPO at the next meeting."

The carriers who prefer that the wireless Conflict Timer remain at the current 24 hours are concerned that a shortened Conflict Timer will increase the risk for more inadvertent ports to complete consequently resulting in customers temporarily losing service. These carriers believe that a 24 hour Conflict Timer would give greater opportunity to resolve problems before a customer is inadvertently ported than would a 6 hour Conflict Timer. The carriers' concern is heightened by Wireless Local Number Porting, currently an immature process in the wireless industry, November 24, 2003 implementation date which is the same date the wireless Conflict Timer changes from 24 to 6 hours.

FCC Order 03-237, released October 7, 2003 states "in cases where wireless carriers are unable to reach agreement regarding the terms and conditions of porting, all such carriers must port numbers upon receipt of a valid request from another carrier, with no conditions. " A lack of any agreement may mean that vital contact information has not been exchanged between wireless carriers. This lack of contact information increases the length of time needed to locate the appropriate contact to resolve conflicts thus further increasing the risk of inadvertently porting an end user.

The wireline industry has participated in Local Number Porting for several years and by definition is a more mature process. Currently, the wireline industry is trying to resolve the issue of customers temporarily losing service due to inadvertent ports where the 6 hour Wireline Conflict Timer has not allowed enough time to resolve the conflict.

PIM 22 is currently unresolved in the LNPA. PIM 22 addresses an inadvertent port causing the end user to lose service. PIM 22 documents this problem for wireline carriers:

**Problem/Issue Statement:**

Customers have been taken out of service inadvertently due to the New Service Provider continuing with a port that has been placed into Conflict by the Old Service Provider after the 6 hour timer has expired, instead of investigating why the port was placed into Conflict.

It is the opinion of these wireless carriers that changing to a 6 hour Conflict Timer from the current 24 hour Conflict Timer on November 24, 2003 may cause a substantial increase to the industry's existing problem of inadvertent ports completing thereby causing more customers to temporarily lose service. In an effort to protect the consumers' wireless porting experience, these carriers believe that the Conflict Timers should remain at 24 hours on November 24, 2003. In addition, these carriers believe that, in the interest of the wireless consumer, a decrease to the current 24 hour Conflict Timer be evaluated after such time as the wireless industry has gained actual wireless porting experience.

Sprint

AT&T Wireless

Alltel

Cingular